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For more information contact:  
The Medical Assistance Customer Service Line. It's toll-free!

800-562-3022

Website will be updated by November 2009

<http://hrsa/.dshs.wa.gov/gaumc/>

**HEALTH & RECOVERY  
SERVICES  
ADMINISTRATION  
&  
ECONOMIC SERVICES  
ADMINISTRATION**

**MANAGED CARE  
EXPANSION FOR GA-U**



# FREQUENTLY ASKED QUESTIONS

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## **What is GA-U?**

General Assistance Unemployable (GA-U) is a state funded program that provides cash and medical benefits for adults who are unable to work due to a physical or mental health impairment.

## **Who is CHP?**

Community Health Plan of Washington is a managed care provider. CHP currently provides health care for GA-U recipients in King and Pierce counties and will be the statewide managed care provider.

## **When will managed care be available statewide?**

November 1, 2009

## **What are the benefits of managed care ?**

CHP provides Medical Care Services and mental health care. CHP also offers a 24/7 nurse line, care coordination and case management.

## **How long will it take to be enrolled in managed care?**

A GA-U recipient will have access to medical services through the fee for service system for three to six weeks before automated enrollment in CHP.

## **Is enrollment in CHP mandatory?**

Yes, managed care enrollment is mandatory for non-exempt GA-U recipients.

## **How do I pick my Primary Care Provider (PCP) and clinic?**

Call CHP's customer service line at 1-800-440-1561. If you have a doctor and clinic already, you may ask to be assigned to the same doctor and clinic. CHP will try to make sure you are assigned to the doctor and clinic you want. If they don't contract with your doctor or clinic, they will assign you to the closest possible doctor and clinic in your zip code. When you call, tell them you will be in GAU managed care.

## **Are some GA-U recipients exempt from managed care enrollment?**

Yes, Native Americans/Alaskan Natives, legal immigrants and nursing facility residents are exempt from managed care enrollment.

## **Can Native Americans/Alaskan Natives choose to be enrolled in CHP?**

Yes, Native Americans/Alaskan Natives may choose to be enrolled in CHP?

## **What if someone is homeless?**

Homeless individuals will be included in mandatory enrollment.

## **Will primary ADATSA recipients be enrolled in managed care?**

No, ADATSA recipients will not be enrolled with CHP.

## **What happens when a GA-U recipient is participating in chemical dependency treatment?**

GA-U recipients will continue to receive chemical dependency treatment from Division of Behavioral Health and Recovery.

## **Where can I find more information about GA-U managed care?**

For more information, go to the GA-U managed care website at: <http://maa.dshs.wa.gov/gaumc/>

The website will be updated in November, 2009.

Or call the Medical Assistance Customer Service toll-free line at 1-800-562-3022.

